

**THANK YOU ON LETTERHEAD EXAMPLE**

Mr. James Brown, Manager  
Residential Contact Center  
Memphis Light, Gas & Water  
220 South Main St.

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Moriah Carey

2444 Howard

Barlette, TN 38017

Tel: 901-346-7676

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July 3, 2013

Dear Mr. Brown:

Thank you for meeting with me Wednesday, July 3, 2013, to discuss the Workforce Analyst position. I enjoyed our conversation and I am very excited about the possibility of joining your team.

I know what it requires to operate a busy and successful call center office. In my last position as a Workforce Analyst for Medco Company, I helped manage all aspects of the operation, including but not limited to handling tasks such as workload forecasting, analysis, customer service, scheduling, report preparation and ongoing communications with the management team.

You mentioned that you need an assistant/analyst who has strong "people" skills and this is an area in which I excel. At Medco Company, I helped the Manager build a loyal and skilled workforce team base by consistently providing internal and external excellent service.

I don't see the Workforce Analyst role as a punch-the-clock, 9-to-5 job; I will be your "right hand" -- helping you manage the day-to-day operations, volunteering for special projects, and ensuring that MLGW is positioned for growth and increased service to their customers.

Again, thank you for considering me for this exciting opportunity and job opening. Please feel free to call me if you need additional information, have any questions or would like to offer me the job! My contact number is 901-346-7676. Thank you for your time and I look forward to hearing from you soon.

Sincerely,

Moriah Carey

Cc: Mary James